

Program Support Assistant, GS-303-7  
MRPBS-IES, Regional Office  
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1. Financial and Logistical Support Results
2. Human Resources Support Results
3. Program Support Results
4. Working Relationships and Communications

Element 1

## FINANCIAL AND LOGISTICAL SUPPORT RESULTS

The PSA is responsible for serving as the point of contact for field and Regional Office personnel support, financial processing and property management.

Alignment: This element supports IES Business Plan Goal 2. Human, fiscal, and IT resources are obtained and managed to increase productivity and performance in pursuit of our mission.

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Results and measures for Fully Successful

Evaluation is based on the Supervisor's observations and review of work products and results; feedback from customers, and any audits and reviews. The supervisor typically finds that the PSA:

- Orders for Government credit cards (travel, purchase, calling and gas cards) for field and office personnel are accurately completed within 5 days of the request
  - credit cards are replaced, transferred or canceled as needed, in accordance with instructions or requests.
- Reconciliation of purchase card transaction for self and field personnel are accurately completed in PCMS within 7 days of receipt.
- cell phones are ordered within requested time frame
  - bills are reviewed for accuracy and submitted for payment within 3 working days of receipt.
    - problems with bills are recognized and appropriately addressed and reconciled.
  - replacement, transfers and disposal of cell phones are completed in accordance with APHIS policies and procedures.
  - Problems and issues with Regional Office and field cell phone service are resolved with the provider
- Monthly cell phone bills are submitted to the appropriate ARD on receipt
  - Cell phone billed are processed so that they are paid on time

- Property inventories are maintained accurately and up-to-date in accordance with prescribed procedures.
  - required reports are submitted within requested time frames.
- Requests for all supplies, equipment and vehicles are processed within 3 days from request time
  - Orders are tracked through to final receipt of item.
  - invoices for are processed for payment within 30 days of receipt of item(s)
- Status of funds reports are updated monthly, in accordance with established procedures and time frames.
- Reimbursements (e.g. SF 1164) are processed for payment within 2 working days of approval
  - any problems are reconciled with the requestor or brought to the attention of the supervisor

## Element 2

### HUMAN RESOURCES SUPPORT RESULTS

The PSA is the primary point of contact for field and Regional Office personnel on all personnel support matters.

Alignment: This element supports IES Business Plan Goal 2. Human, fiscal, and IT resources are obtained and managed to increase productivity and performance in pursuit of our mission.

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Evaluation is based on the Supervisor's observations and review of work products and results; feedback from customers and APHIS/MRPBS Human Resources, and any audits and reviews. The supervisor typically finds that:

- T&A's are transmitted to NFC by Monday of the next pay period, in accordance with NFC procedures.
- SF 52's are initiated in accordance with the request within 2 workdays.
- SF 182's, award forms and accident reports are accurately prepared and submitted in accordance with MRPBS procedures and time frames.
- OWCP claims are processed and submitted within 2 workdays of receipt in accordance with APHIS instructions.

#### TRAVEL

- AD 202's are completed in accordance with prescribed procedures and time frames.
- Travel arrangements and cost comparisons are completed in accordance with requests.
- Travel vouchers are reviewed for accuracy, submitted for signature and payment within 3 working days of receipt.
  - any problems are identified and appropriately addressed.

### Element 3

#### PROGRAM ASSISTANCE RESULTS

The PSA is responsible for providing program support assistance for investigations and other areas.

Alignment: This element supports IES Business Plan Goal 1. Comprehensive investigations, quality case reports, and appropriate enforcement actions are delivered in a timely manner.

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#### Results and Measure for Fully Successful

Evaluation is based on the Supervisor's observations and review of work products and results; feedback from customers, and any audits and reviews. The supervisor typically finds that

- Tracking system, statistical, and graphical reports are completed in accordance with instructions, within requested time frames
- FOIA requests in accordance with APHIS and Regional Office Procedures within 1 day of receipt.
- RO filing systems in the office are maintained in accordance with established procedures and guidelines
  - files are in order and readily retrievable
- Mail to is distributed to the addressee according to established procedures and policies.
- investigation requests are processed in accordance with IES and RO procedures within 2 working days of receipt.

#### Element 4

### WORKING RELATIONSHIPS AND COMMUNICATIONS

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The supervisor typically finds that the PSA:

- Maintains a polite and cooperative attitude with all internal and external customers.
- Consistently demonstrates fairness, cooperation and respect towards coworkers, supervisory personnel and all internal and external customers.
- Keeps Regional managers and supervisors up to date on work developments, problems, delays and accomplishments.
- Completes assigned training as requested.
- Complies with all applicable safety and health rules and regulations in the performance of daily task and reports potentially hazardous conditions to the Regional Director.
  - Participates fully in safety and health program activities as required